



DAVID E. JANSSEN
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February 18, 2003

To: Supervisor Yvonne Brathwaite Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: David E. Janssen
Chief Administrative Officer

Jon W. Fullinwider
Chief Information Officer

Board of Supervisors

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YVONNE BRATHWAITE BURKE
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Fifth District

RISK MANAGEMENT INFORMATION SYSTEM IMPLEMENTATION PROJECT STATUS REPORT – FEBRUARY 2003

Per your Board's instructions, we are providing a monthly status report on the progress of the Countywide Risk Management Information System (RMIS) Implementation Project.

Background

On March 6, 2001, your Board approved the development and implementation of a new, state of the art RMIS. Your Board further instructed the Chief Administrative Officer, County Counsel, and all affected department heads to develop an implementation plan for departmental use of the RMIS and instructed each department/district head be accountable for the use of the RMIS as part of the annual Management Appraisal and Performance Plan (MAPP).

In response to your Board's direction, departments have made, and continue to make, a substantial effort to participate in the implementation of the RMIS in order to incorporate use of the system within their operations. We responded to the higher level of participation by greatly expanding the number of design and implementation meetings with the vendor and consultants to ensure that both countywide and individual departmental needs are appropriately addressed. Your Board's July 16, 2002 approval of a contract amendment to include a project time extension, an enterprise license purchase option, and additional data conversion services enabled the CAO to accommodate the various department needs.



United We Stand

Accomplishments

- We have completed RMIS training with the Chief Administration Office, the County's Third Party Administrators, County Counsel, Executive Office, and Sheriff, which was held January 27 through February 7th, 2003 at the Hall of Administration
- We have provided an Overview Presentation to the Chief Information Office. Our office has endorsed the RMIS as the enterprise solution for the County's incident capturing, claims administration, and lawsuit management system.
- We have provided an Overview Presentation to the Executive Team of County Counsel in preparation for County Counsel's use of the Risk Management Information System when the system "goes live" March 4, 2003.
- RTI has loaded the RMIS application onto the County's servers at ISD's web server farm in Downey. We have begun to parallel test the system at both Third Party Administrators' remote locations, and at the Hall of Administration (County Counsel, Executive Office, Chief Administrative Office)

Current Status

- The project team has been working with County Counsel, Third Party Administrator staff and key County departments to identify and develop key reports that will be used by departments for claims management, litigation management, and risk management.
- The project team continues to meet with County Counsel and Third Party Administrator staff to resolve data conversion issues necessary for RMIS implementation. The project team also continues to meet with Risk Technologies, Inc. (RTI), and work on the conversion issues has been defined for the seven databases to be converted into the RMIS.
- After the RMIS training, the department users have begun to document ways to streamline their information workflows and increase efficiency and effectiveness in communicating with other departments.
- The use of a web-browser based system has simplified the roll-out of the application to the five locations (Chief Administrative Office, Sheriff, County Counsel, Carl Warren and Company, and Octagon Risk Services). The users have adapted to the technology, which gives the RMIS an internet looks and feel for easy navigation.

Completed Project Milestones	<u>Start Date</u>	<u>Finish Date</u>
JAD Session 1: Initial templates Definition	March 6, 2001	May 9, 2001
JAD Session 2: Design Concepts Complete	May 10, 2001	July 23, 2001
JAD Session 3: Document Dept. Needs	July 24, 2001	August 22, 2001
JAD Session 4: Dept Needs Continued	August 23, 2001	October 5, 2001
JAD Session 5: Finalize System Design	January 21, 2002	February 8, 2002
JAD Session 6: Final Design Review	March 11, 2002	March 14, 2002
Hardware / Software / VPN Configuration	May 1, 2002	July 31, 2002
Claims and Lawsuits Design Review Process	June 2, 2002	November 30, 2002
Departmental / TPA Users Training	January 27, 2003	February 7, 2003

Upcoming Project Milestones	<u>Scheduled Start Date</u>	<u>Scheduled Finish Date</u>
Parallel System Testing Process Original:	October 15, 2002	December 31, 2002
Revised:	February 10, 2003	February 28, 2003
RMIS System Go Live	March 4, 2003	March 4, 2003
RMIS Warranty Period	March 4, 2003	June 4, 2003

If you have any questions, please call Delta Uyenoyama, Chief of Risk Management Operations at (213) 351-5362

DEJ:SRH:RA
DU:CY:lis

c: Executive Officer, Board of Supervisors
County Counsel